



TDS[®] *managedIP* Hosted

Remote Teleworker Set-Up Guide

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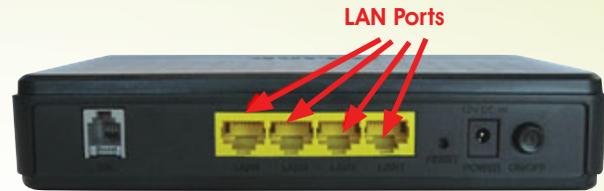
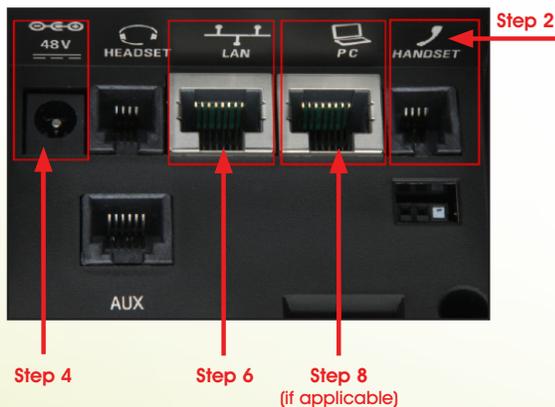
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Phone Connections

To set up the phone connections

Note: Do not power up (plug in) the telephone prior to the phone activation date provided by your Administrator, as it may result with issues in the activation process.

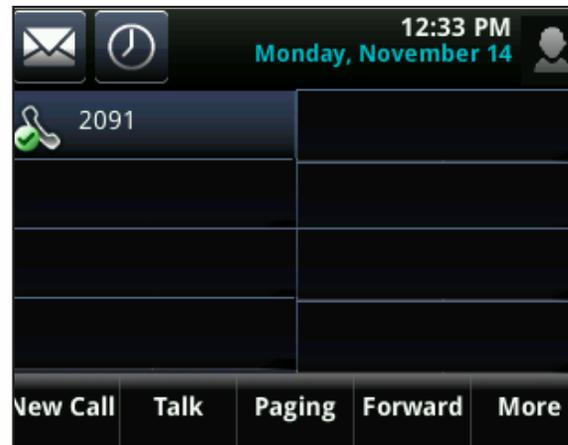
1. All connections and cabling to the phone are done with the ports located on the back of the phone (see diagram below).
2. Connect the phone cord to the handset port.
3. Connect the other end into the handset.
4. Connect AC Power Supply to the AC port (labeled 48V).
5. Connect the other end into the wall jack.
6. Connect the Ethernet cable (provided) into the LAN port on the phone.
7. Connect the other end into the LAN port on the modem/router as shown to the right.
8. If applicable, connect a second Ethernet cable (not provided) into the PC port on the phone.
9. Connect the other end into your PC. This is not required if you are using a Wireless/WiFi connection for your computer.



Note: The phone must be plugged directly into the Broadband Modem/Router or LAN Switch (Wireless is not supported).

Configuration of the Phone

Once the power supply is plugged into the wall, the initial installation may require the device to upgrade firmware. Upon completion, the phone will default to the line view and will appear similar to the screenshot below:



Note: Depending on your network connection speed, the Polycom phone initialization process may take up to 30 minutes to complete.



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IP911 Service Location

To update the IP911 Service Address

1. Log in at www.tdsmanagedip.com
2. In the upper right corner, Click **e911 update**



e911 Update

3. Update the address in the window to reflect the new physical location of the phone.

4. Click **Update Address**.

5. A screen will appear confirming whether your address update was successful or not. If not, you will need to review the information entered for possible errors in the house number, zip code, or correctly spelled street and city names.

Note: To verify the current address location in the e911 system, dial 933 from your Polycom phone at any time.

Time Zones

To update the Time Zone

1. Go to your user profile.
2. Under the user profile, go to the User Info.

3. Click on the Time Zone dropdown filter.
4. Select the Time Zone where the phone will be physically located.
5. Click **Save**.
6. The telephone will automatically reset with the updated time zone and will appear on call logs/history.



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Troubleshooting

- Verify power to the broadband modem/router and phones.
- Verify Internet service is working. It may be necessary to power cycle your Internet modem/router to re-establish a connection.
- Verify that all Ethernet cables are securely connected to the appropriate ports.
- Your Local Area Network configuration may prevent the phone from working. Please check your network configuration as it relates to the following common router/switch settings:
 - Access Control Lists
 - Firewall
 - Port Forwarding
 - MAC Authentication
 - Voice VLAN Enabled
 - SIP ALG Configuration
- Consult with your IT resource and/or phone Administrator to resolve any Local Area Network issue.
- If you do not have the correct date and time on your phone and/or  symbol appears on the phone, the phone is not registered. If you remain unable to resolve the issue, contact TDS Customer Repair for assistance at 888-850-5915.